

Arizona Acute Care Health Plans



2006 Member Satisfaction Survey

About This Report

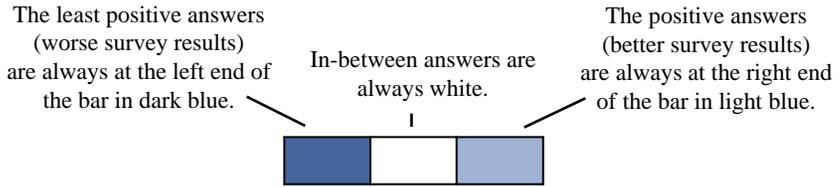
CONTENTS

- About This Report 1
- Survey Overview 2
- Key Findings and Recommendations 3
- A Quick Look at How Plans Compare 4
- Overall Ratings 5
- Access and Service at the Plan Level 8
- Access and Service at the Provider Level 10
- First Doctor's Visit Among Child Members 15
- Dental Care Among Child Members 16
- General Health of Members 18

WHAT DO THE BAR GRAPHS TELL YOU?

This report includes the results of CAHPS® 3.0H survey questions about members' experiences with their health plan and medical care during the last six months.

The bar graphs show member's answers to different survey topics.



In the bar graphs, plans that are performing well have bigger **light blue** sections and smaller **dark blue** sections; plans that are not performing as well have smaller **light blue** sections and bigger **dark blue** sections.

Where applicable results have been compared to data from the 2006 CAHPS® Health Plan Survey Chartbook published by the National CAHPS® Benchmarking Database (NCBD). The NCBD is the national repository for CAHPS® survey data. The NCBD data presented includes summary-level distributions of 2006 health plan survey results for the Adult and Child Medicaid population.

WHO DID THE SURVEY?

This survey, part of the Consumer Assessment of Healthcare Providers and Systems program (CAHPS®), was sponsored by the Arizona Health Care Cost Containment System (AHCCCS). The purpose of this survey was to determine members' ratings of and experiences with the medical care they received. WB&A Market Research, an independent survey research firm, was hired to conduct this survey in order to ensure members' privacy.

HOW WAS THE SURVEY CONDUCTED?

The survey was conducted by mail with telephone follow-up during the months of May to August 2006. Each respondent was mailed a survey followed by a reminder postcard. Those not responding to the first survey received a second survey followed by another reminder postcard. Finally, those who did not respond to either survey were contacted by telephone to complete the survey.

WHO WAS SURVEYED?

Adult and child Medicaid members from each of Arizona's eight acute care health plans participated in the survey. From each health plan, 1,350 adult members and 1,650 child members were randomly selected to participate in this survey. The child surveys were completed by proxy, that is, with the parent/guardian who knows the most about the sampled child's health care.

WHO RESPONDED TO THE SURVEY?

A total of 3,113 adult members and 3,749 child members responded to this survey. The number of completed surveys by each acute care health plan is:

	Adult	Child
Arizona Physicians IPA (APIPA)	371	537
Health Choice Arizona (Health Choice)	383	428
Maricopa Health Plan (Maricopa)	401	478
Mercy Care Plan (MCP)	417	514
Phoenix Health Plan (PHP)	357	450
Pima Health System (Pima)	410	481
University Family Care (UFC)	427	447
Care 1 st Health Plan Arizona (Care 1 st)	347	414

CHARACTERISTICS OF SURVEY RESPONDENTS

Adult Members Surveyed:

- Average age is 44 years old.
- 72% are female.
- 58% are White/Caucasian, 39% are Hispanic or Latino*.
- Of those with a history of smoking, 46% currently smoke everyday.
- 63% have a high school education or less.
- 77% speak mainly English at home.
- 58% have been a member for two or more years.

Parents/Guardians Surveyed (responding for their child):

- Average age of parents/guardians is 40 years old.
- 70% of parents/guardians have a high school education or less.
- 66% of parents/guardians speak mainly English at home.

Child Members:

- The average age is 13 years.
- 51% are females.
- 63% are Hispanic or Latino, 41% are White/Caucasian*.
- 74% speak mainly English at home.
- 65% have been a member for two or more years.

Note: Demographics differed significantly for some AHCCCS health plans.

**Respondents could identify more than one racial/ethnic group.*

Key Findings and Recommendations

Key Findings

- Overall survey results show that AHCCCS members give high ratings to their doctors, their health plan and their overall health care.
- Notably, over 90% of respondents to both the adult and child surveys indicate that they would recommend their doctor or nurse and their health plan to a family member or friend. In addition, 91% of respondents to the child survey would recommend their child's dentist.
- Customer service ratings of AHCCCS health plans compare favorably to national Medicaid averages.
- AHCCCS members report experiencing far fewer delays obtaining health plan approval for care than did the national Medicaid average.
- Although, when compared to the national Medicaid average, AHCCCS members appear to be somewhat less satisfied with aspects related to getting care quickly, findings indicate that, on average, appointments for routine care are available within 8 days for adults and 5 days for children. This is well within contractual expectations.
- On average, appointments for an illness/injury/condition are available within 3.6 days for adults and 1.5 days for children. It is important to recognize that members' perception of urgency has the potential to affect emergency department utilization.
- When compared to the national Medicaid average, AHCCCS members (specifically child members) appear somewhat less satisfied with some aspects of provider communication. These aspects of communication include the amount of time providers spend with members, the understandability of provider explanations, and the attention and respect given by providers to members. However, ratings of communication may also reflect language/translation factors.
- Relatively few adult members, as well as, child members (8% each) report needing an interpreter. However, approximately one third of the adult members and one quarter of the child members needing an interpreter reported that interpreter services were never or only sometimes provided.

- The vast majority of parents/guardians (81%) indicate that their child's doctor always or usually included them in the decision-making regarding their child's health care, whereas 19% report that their child's doctor never or only sometimes included them in these decisions.
- Approximately eight in ten parents/guardians (79%) indicate that their doctor always or usually provided them with needed information about their child, whereas 21% of parents/guardians are not provided with needed information.
- Of the 44% of respondents who reported a history of smoking, 46% currently smoke every day and 16% currently smoke some days.
- Of those who currently smoke or have quit in the past six months, 39% report that, during doctor visits, they were not advised to quit, 78% report that medication to assist with smoking cessation was not recommended, and 73% reported that other methods or strategies to assist with smoking cessation were not discussed.

Recommendations

- Based on survey findings, it is recommended that AHCCCS health plans:
 - Identify demographic differences in their population that may be useful in tailoring more effective member outreach messages.
 - Ensure availability of translation services and educate members of the availability of these services. Physicians should be discouraged from using family members to translate.
 - Ensure that urgent medical care is available on a timely basis.
 - Encourage physicians to include patients in health care decisions and ensure that patient questions are answered. Physicians should check for patient understanding by asking open-ended questions or asking the member to repeat instructions.
 - Encourage physicians to address smoking cessation with patients and ensure that appropriate referral is made to available community resources.
 - Identify those areas where their individual plan performance is below average and target those areas for improvement.

A Quick Look At How Plans Compare

The stars show how well each plan compares to the survey average:

- ★★★ **BETTER** than AHCCCS Average for all plans
- ★★ **SIMILAR** to AHCCCS Average for all plans
- ★ **BELOW** the AHCCCS Average for all plans

Plans	Personal Doctor or Nurse ¹	Specialist Seen Most Often ¹	Health Care Received ¹	Health Plan ¹	Getting Needed Care ²	Customer Service ²	Getting Care Quickly ³	How Well Doctors Communicate ³	Courteous and Helpful Office Staff ³
	See page 6	See page 7	See page 7	See page 5	See page 8	See page 8	See page 13	See page 10	See page 10
APIPA	★★	★★	★★	★★	★★	★★	★★	★★	★★
Health Choice	★★	★★	★★	★★	★★	★★	★★	★★	★★
Maricopa	★★★	★★	★★	★★	★★	★★	★★	★★	★★
MCP	★★	★★	★★	★★	★★	★★★	★★	★★	★★
PHP	★	★★	★★	★★	★★	★★	★★	★★	★★
PIMA	★★	★★	★★	★★	★★	★★	★★	★★	★★
UFC	★★★	★★	★★	★★	★★	★★	★★	★★	★★
Care 1st	★★	★★	★★	★	★★	★★	★★	★★	★★

Plans	Personal Doctor or Nurse ¹	Specialist Seen Most Often ¹	Health Care Received ¹	Health Plan ¹	Getting Needed Care ²	Customer Service ²	Getting Care Quickly ³	How Well Doctors Communicate ³	Courteous and Helpful Office Staff ³
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APIPA	★★	★★	★★	★★	★★	★★	★★	★★	★★
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Maricopa	★★★	★★★	★★	★★★	★★	★★	★★	★★	★★
MCP	★★	★★	★★	★★	★★	★★	★★	★★	★★
PHP	★★	★★	★★	★★★	★★	★★	★★	★★	★★
PIMA	★★★	★★	★★	★★	★★	★★	★★	★★	★★
UFC	★★★	★★	★★	★★	★★	★★	★★	★★	★★
Care 1st	★	★★	★★	★★	★★	★★	★★	★★	★★

¹ Comparisons are based on the percent of members surveyed who gave a rating of 9 or 10 on a scale of 0-10 with 10 being the best

² Comparisons are based on the percent of members surveyed who responded “no problem”

³ Comparisons are based on the percent of members surveyed who responded “always”

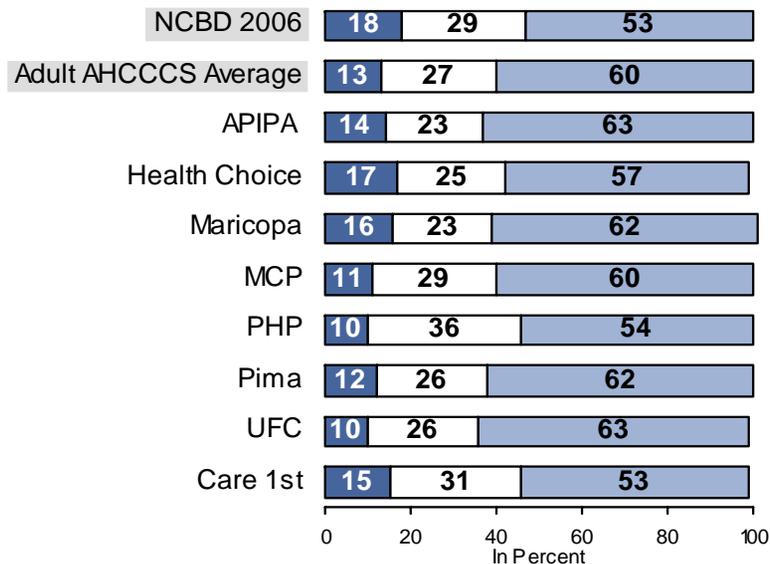
Adult

Child

Overall Ratings

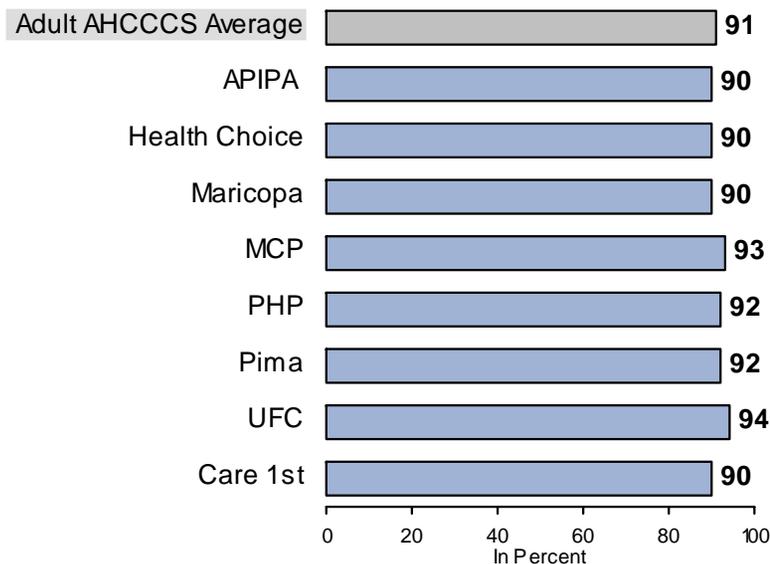
Rating of Health Plan

Members were asked to rate their health plan on a scale of 0-10:
 0 = "worst health plan possible" to
 10 = "best health plan possible"



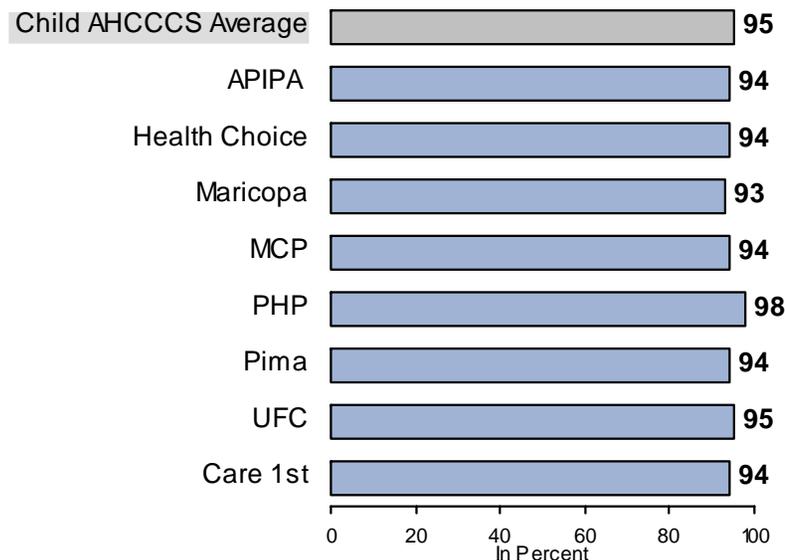
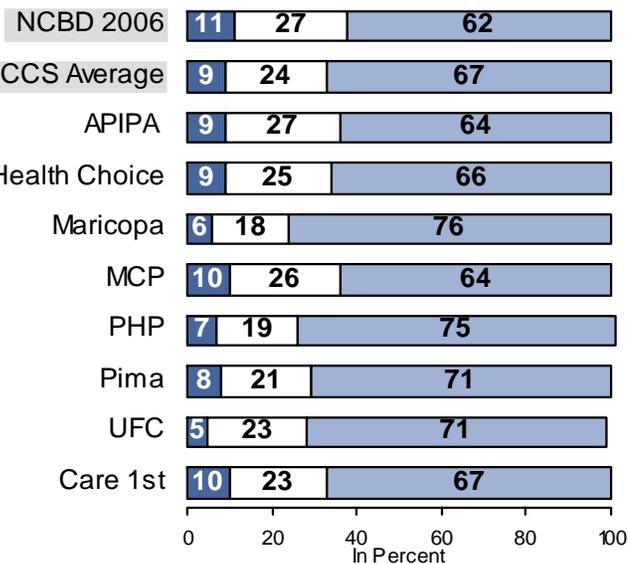
Would Recommend Health Plan

Members were asked whether they would recommend their health plan to a family member or friend.
 (% Yes)



Adult

Child

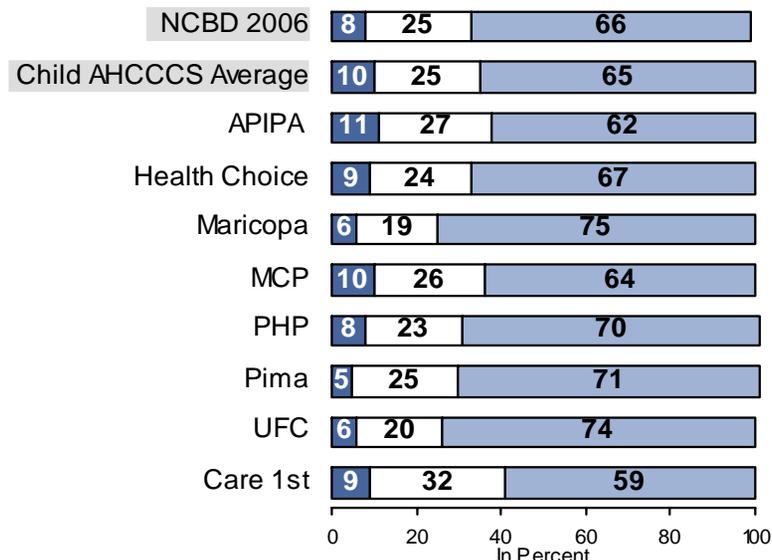
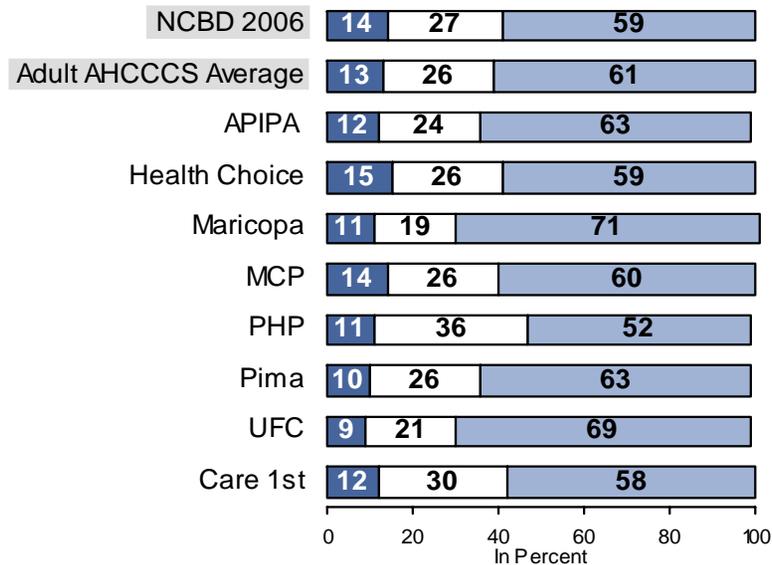


Rating of Personal Doctor or Nurse

Members were asked to rate their personal doctor or nurse on a scale of 0-10:

0 = "worst personal doctor or nurse possible" to

10 = "best personal doctor or nurse possible"

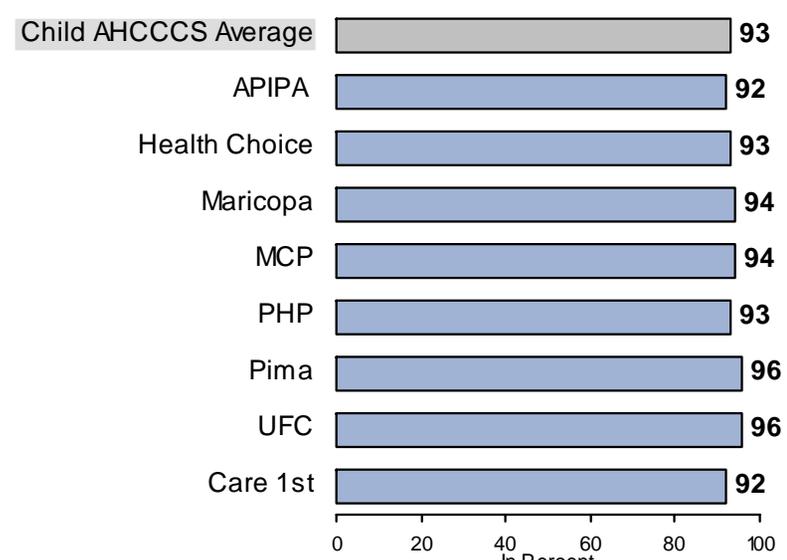
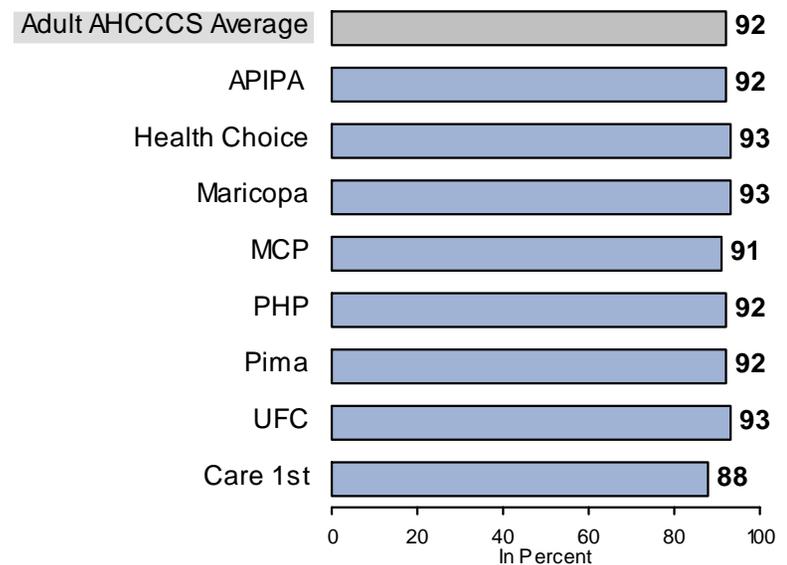


Rating of 0-6 Rating of 7 or 8 Rating of 9 or 10

Would Recommend Personal Doctor or Nurse

Members were asked whether they would recommend their personal doctor or nurse to a family member or friend.

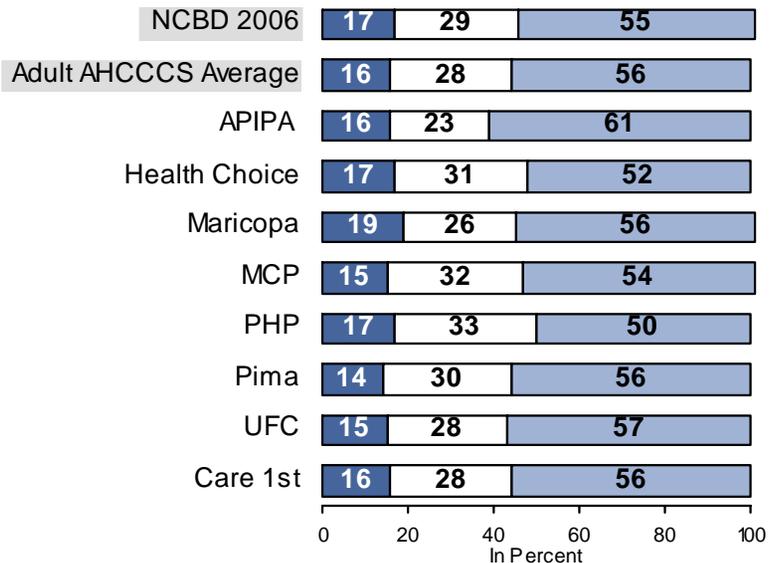
(% Yes)



Overall Ratings

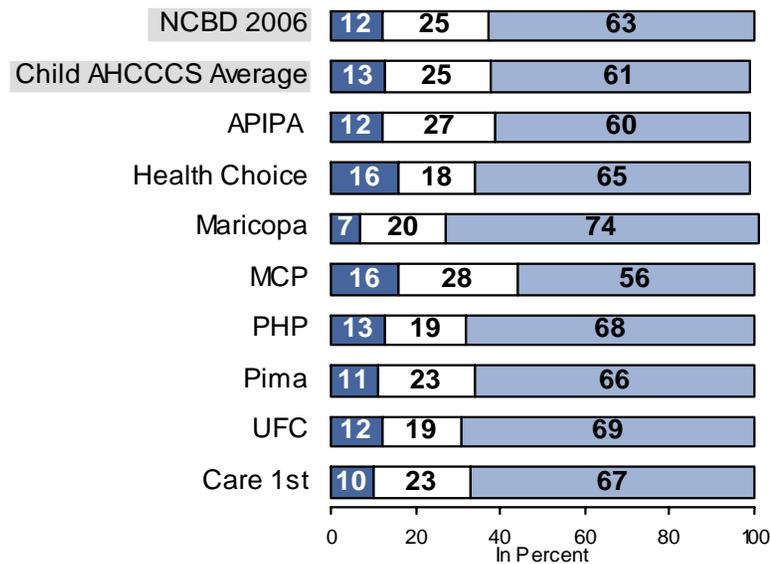
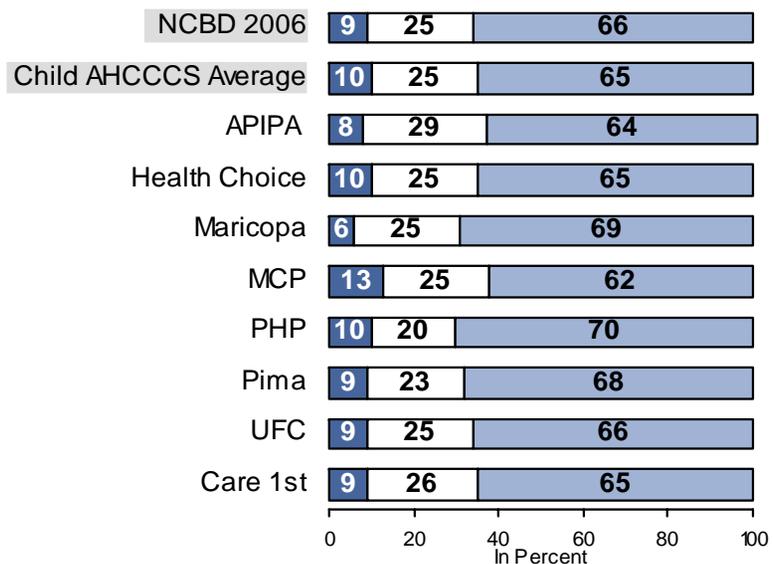
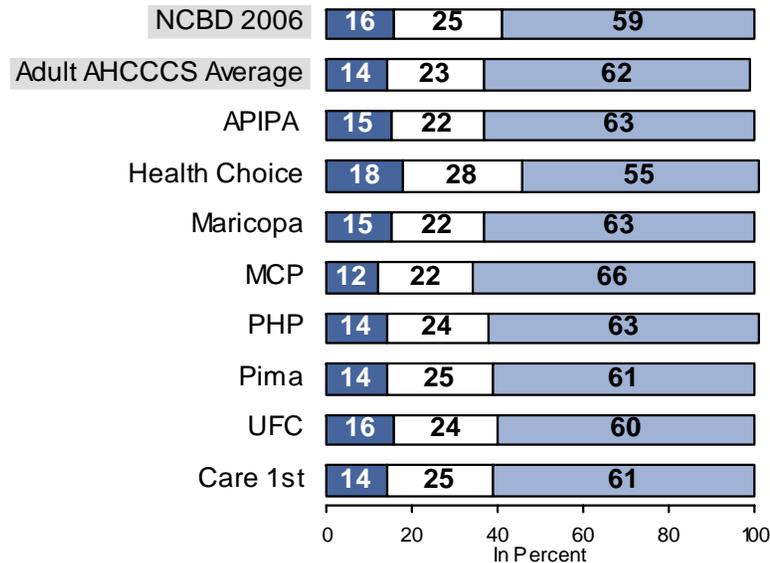
Rating of Health Care Received

Members were asked to rate their health care received on a scale of 0-10:
 0 = "worst health care possible" to
 10 = "best health care possible"



Rating of Specialist Seen Most Often

Members were asked to rate their specialist on a scale of 0-10:
 0 = "worst specialist possible" to
 10 = "best specialist possible"



Rating of 0-6 Rating of 7 or 8 Rating of 9 or 10

Rating of 0-6 Rating of 7 or 8 Rating of 9 or 10

Adult

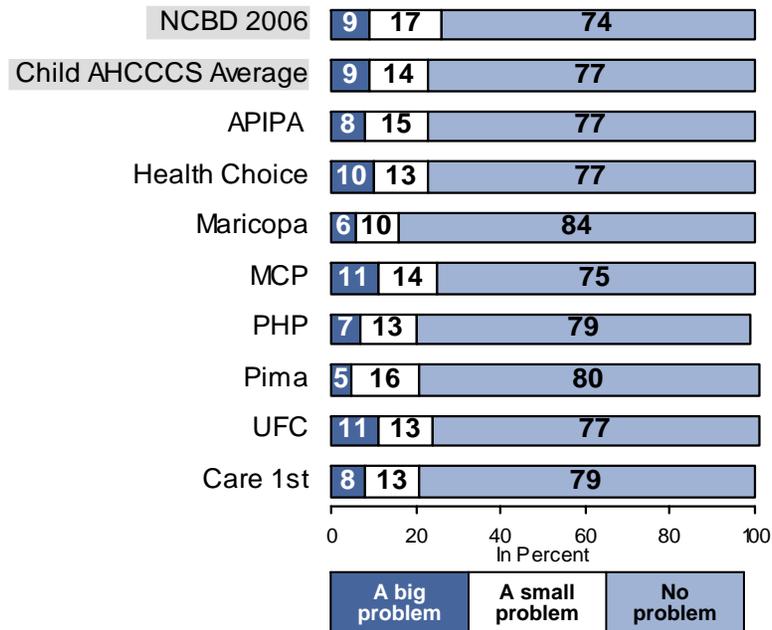
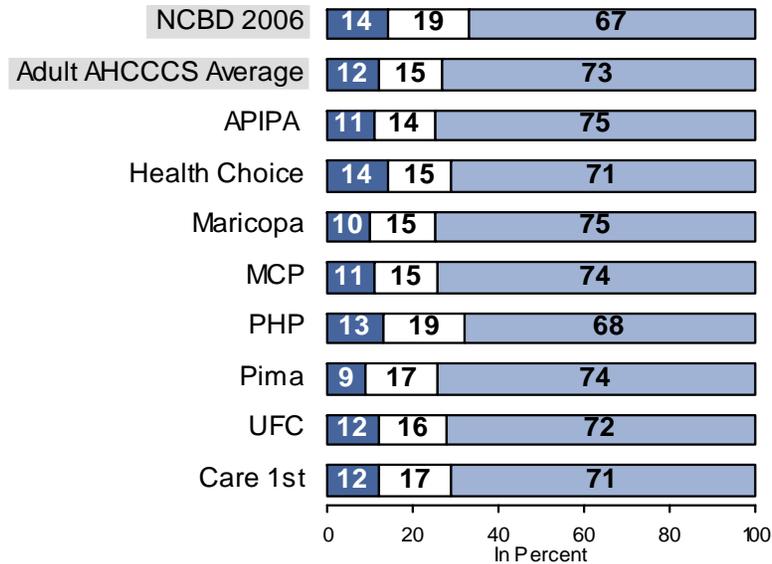
Child

Access and Service at the Plan Level

Getting Needed Care

Members were asked how much of a problem, during the last 6 months, they had:

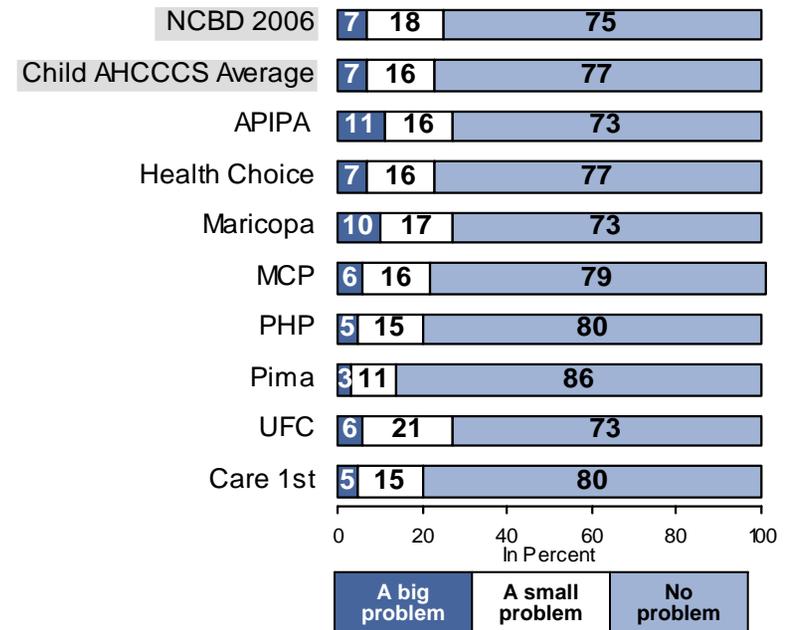
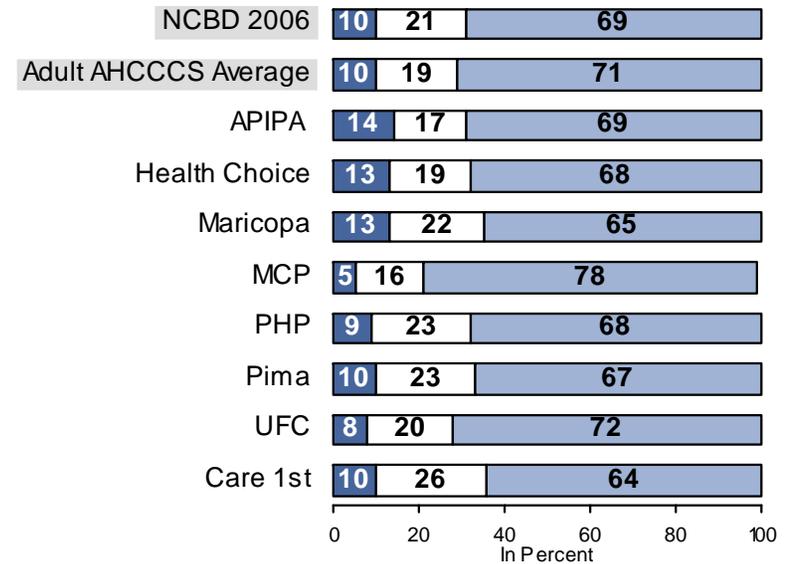
- Getting a personal doctor or nurse they were happy with;
- Getting to see a specialist that they needed to see;
- Getting the care, tests, or treatment they or their doctor believed necessary; and
- With delays in health care while they waited for approval from their health plan.



Customer Service

Members were asked how much of a problem, during the last 6 months, they had:

- Finding or understanding the information in the written materials or on the Internet; and
- Getting the help needed when calling their health plan's customer service.



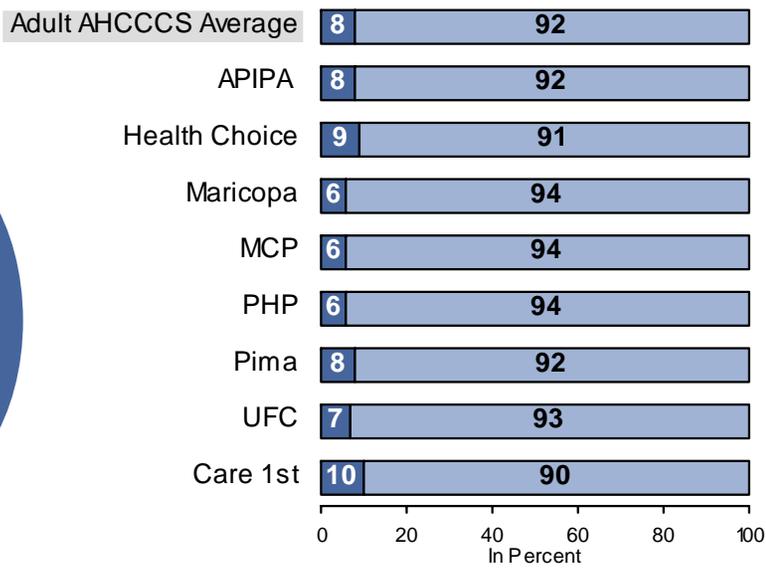
Adult

Child

Access and Service at the Plan Level

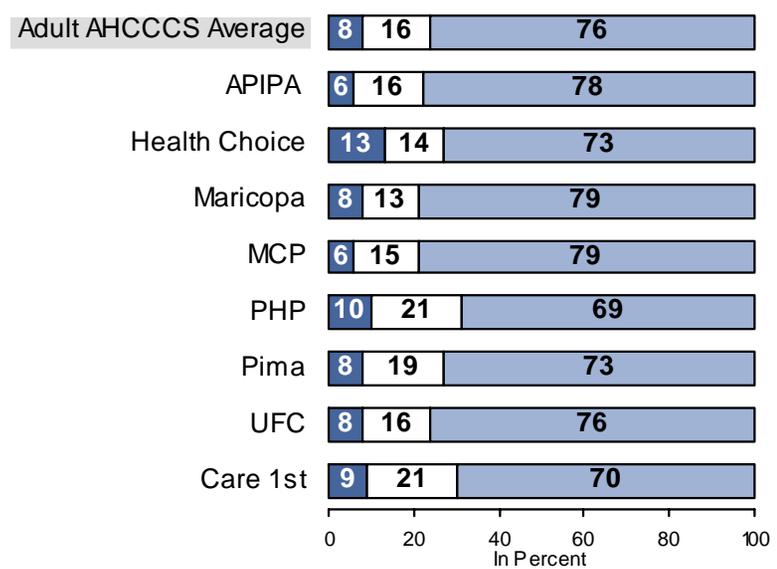
Complaints by Members

Members were asked whether they had called or written to their health plan about a complaint or problem.



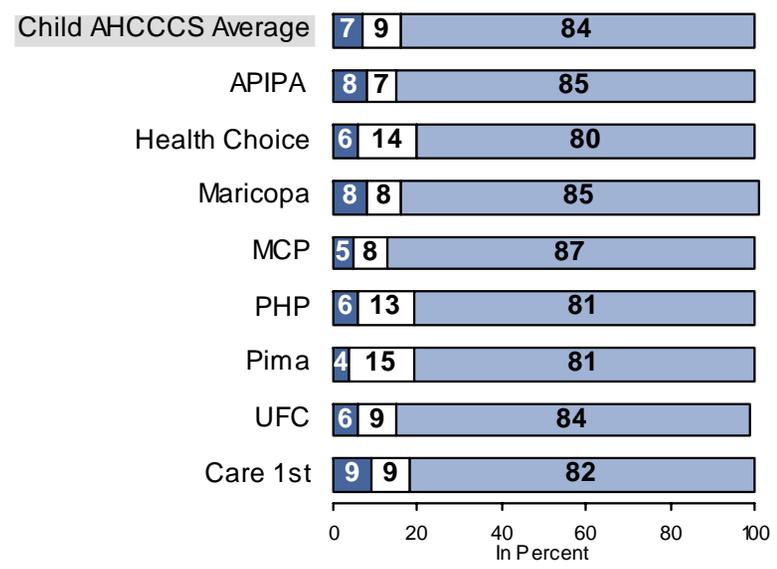
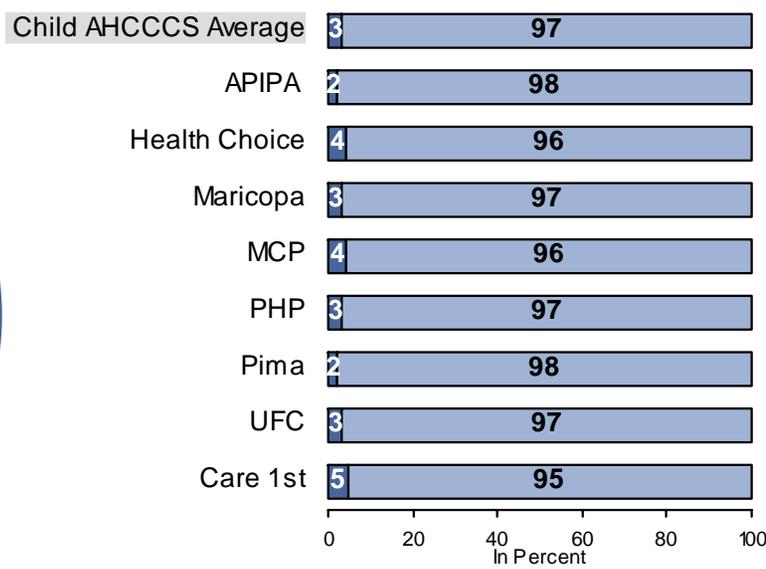
Able to Get Prescription Medicine

Members who got a prescription filled were asked how much of a problem, if any, it was to get their prescription filled.



Adult

Child



Yes No

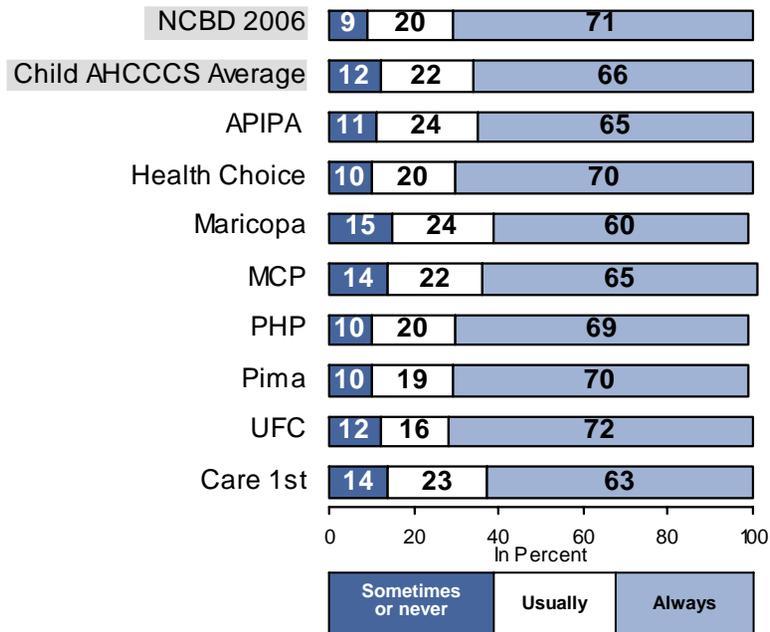
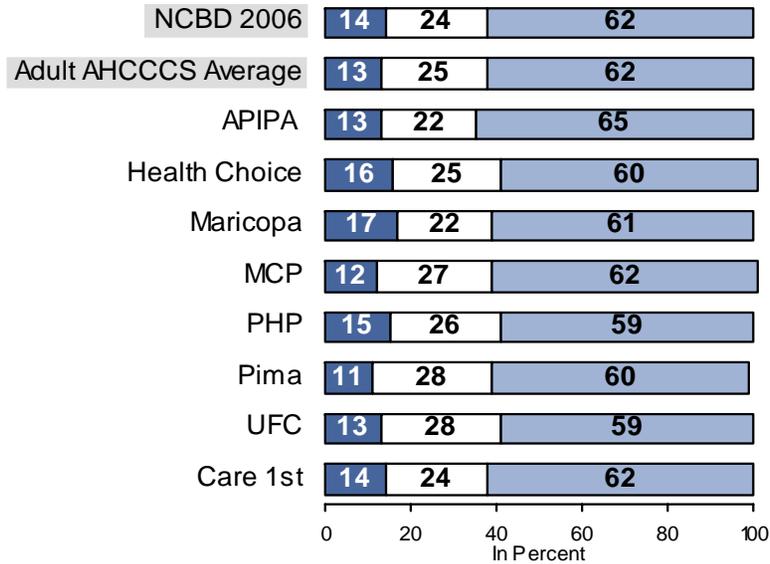
A big problem A small problem No problem

Access and Service at the Provider Level

How Well Doctors Communicate

Members were asked how often, during the last 6 months, doctors or other health providers:

- Listened carefully to them;
- Explained things in a way they could understand;
- Showed respect for what they had to say; and
- Spent enough time with them.

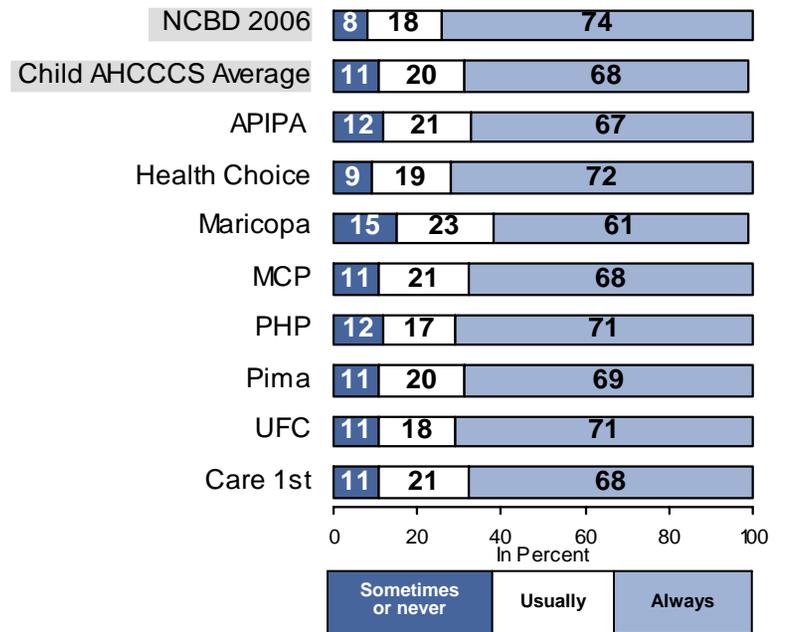
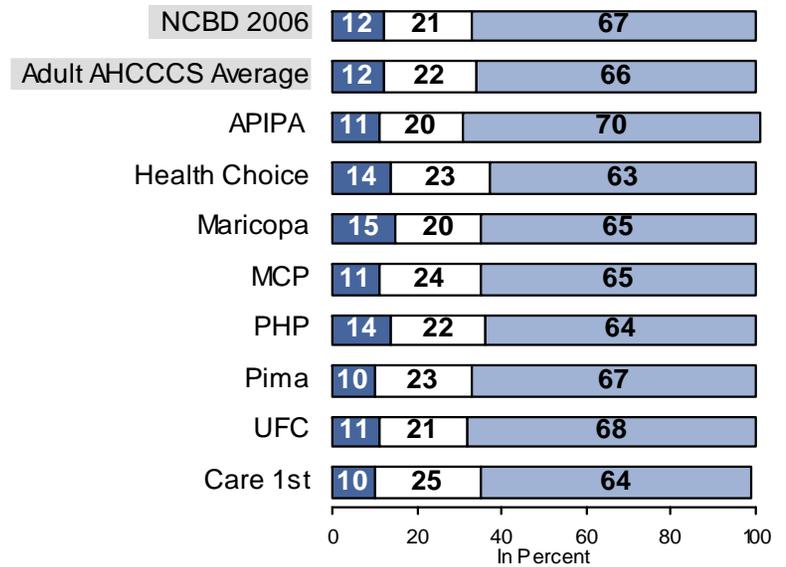


Sometimes or never Usually Always

Courteous and Helpful Office Staff

Members were asked how often, during the last 6 months, office staff at the doctor's office or clinic:

- Treated them with courtesy and respect; and
- Were as helpful as they thought the staff should be.



Sometimes or never Usually Always

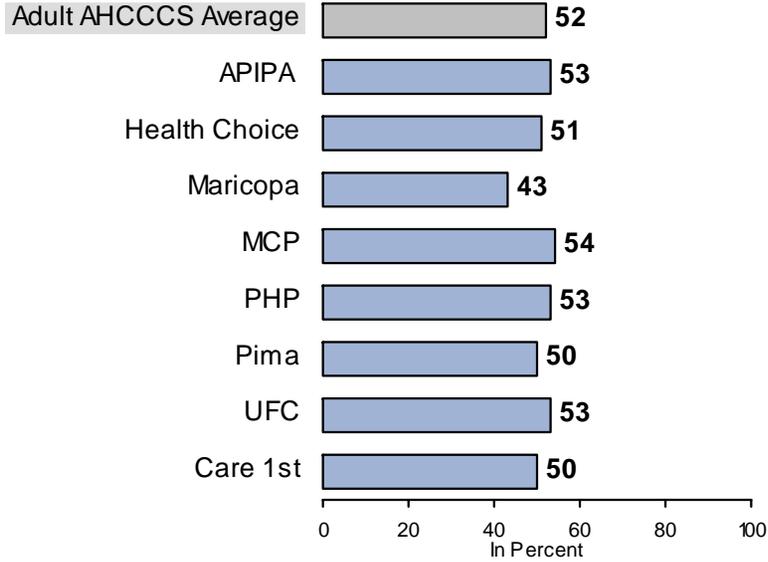
Adult

Child

Access and Service at the Provider Level

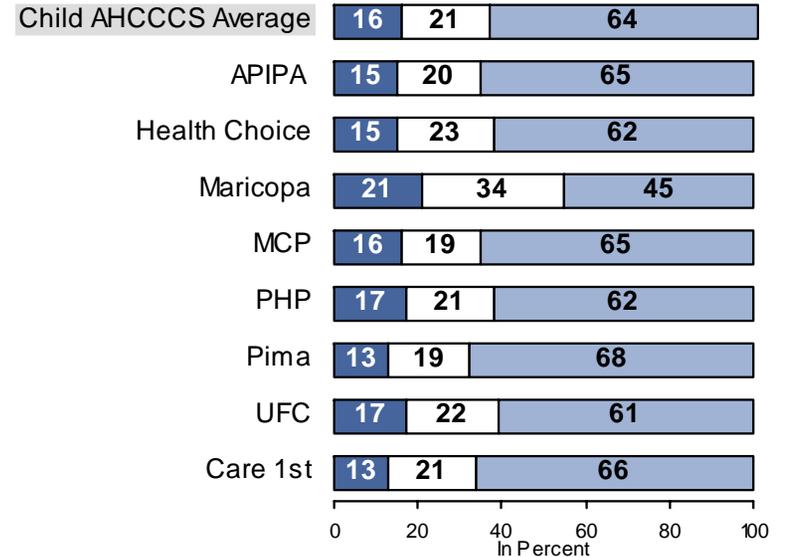
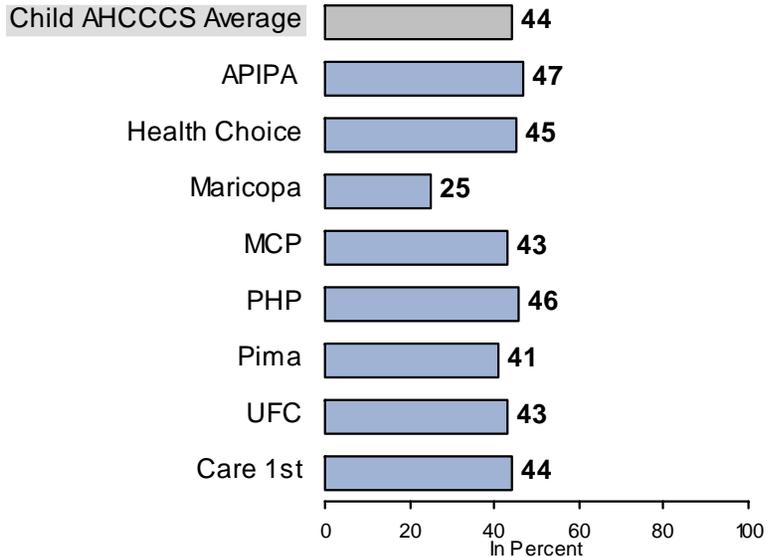
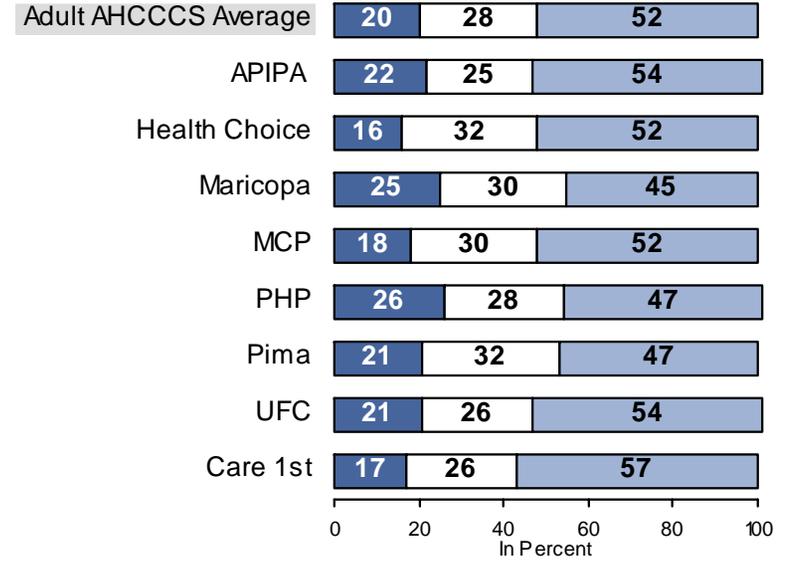
Called During Regular Office Hours

Members were asked whether they called their doctor's office during regular office hours to get help or advice.
(% Yes)



Received Help or Advice Needed

Members who called their doctor's office during regular office hours were asked how often they received the help or advice needed.



Sometimes or never Usually Always

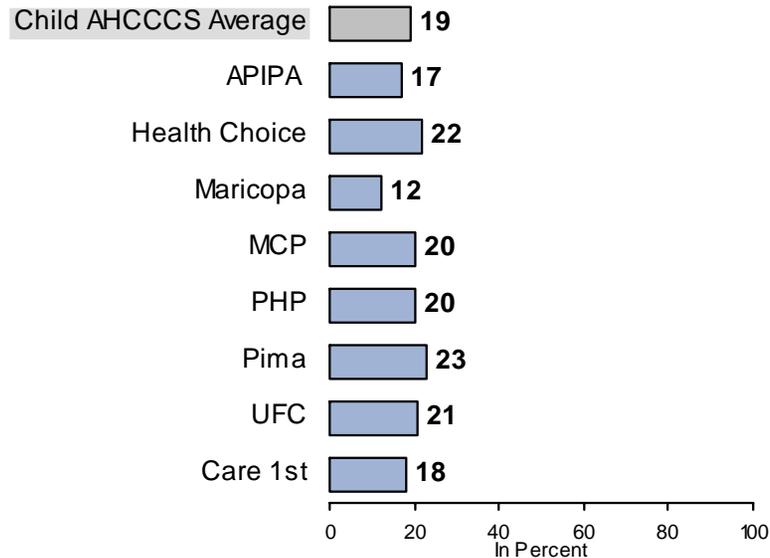
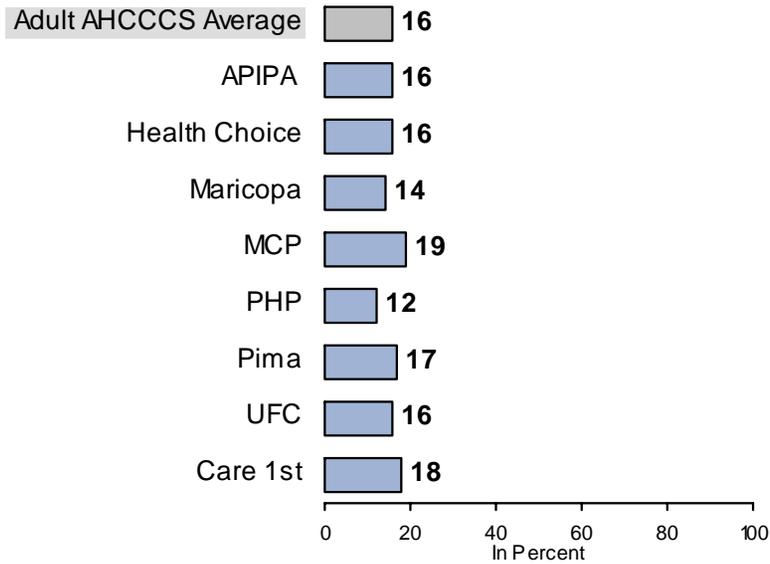
Adult

Child

Access and Service at the Provider Level

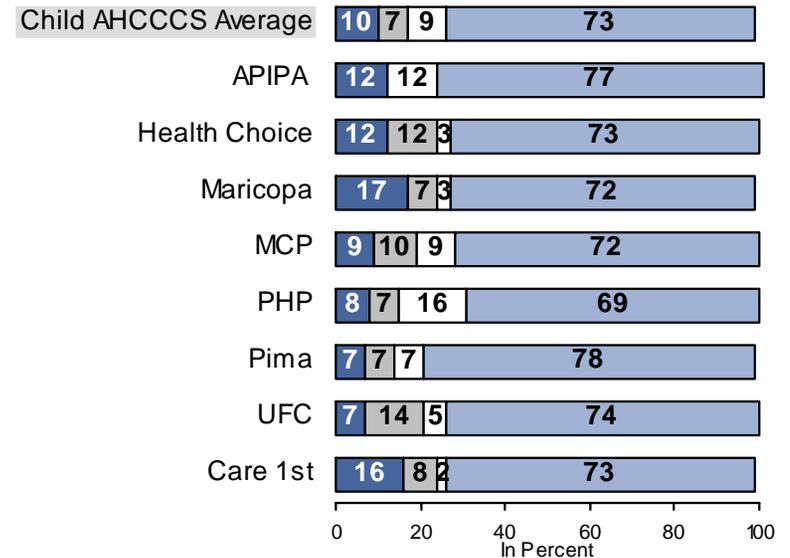
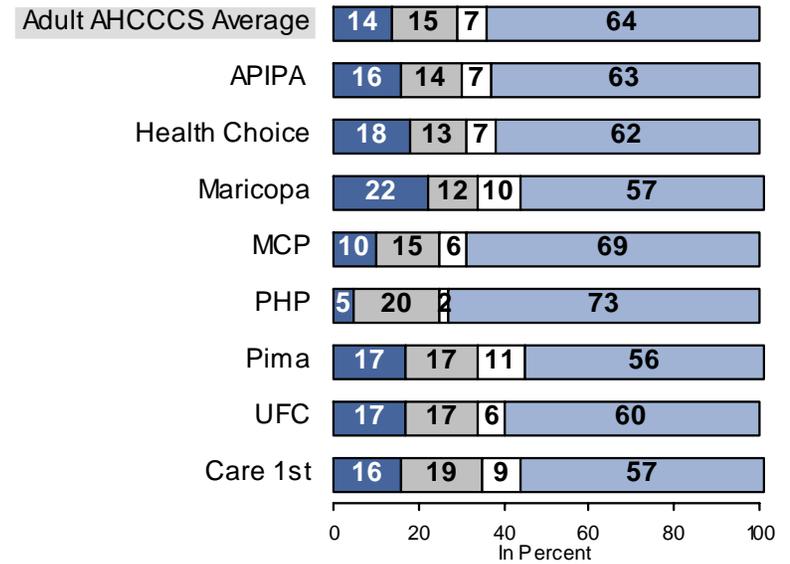
Called After Regular Office Hours

Members were asked whether they called their doctor's office after regular office hours to get help or advice.
(% Yes)



Wait Time for Return Call After Hours

Members who called after regular hours were asked how long they waited for their call to be returned.
(% Yes)



Adult

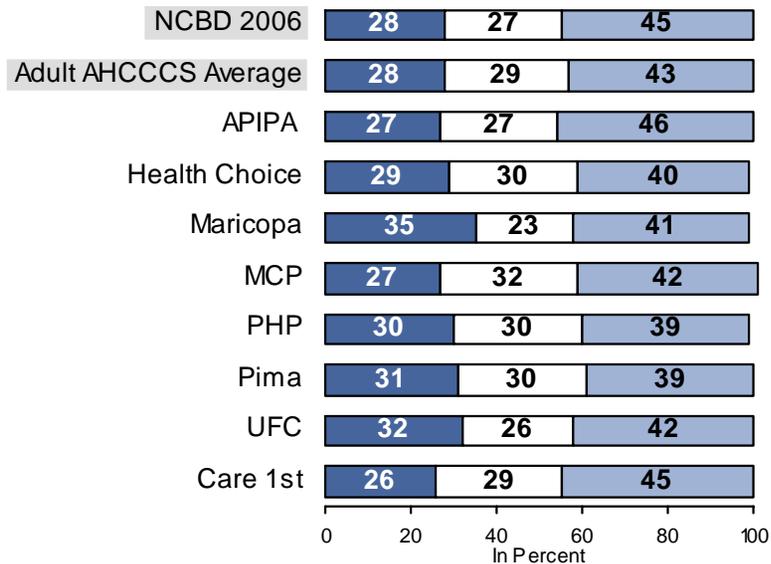
Child

Access and Service at the Provider Level

Getting Care Quickly

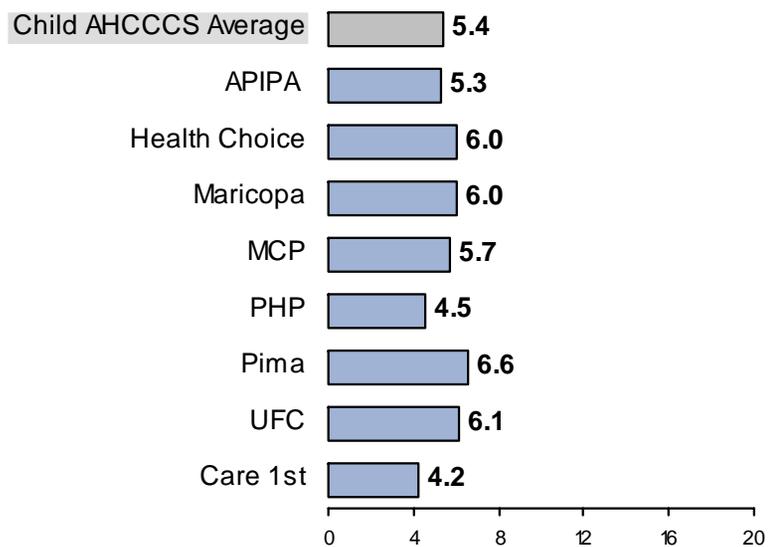
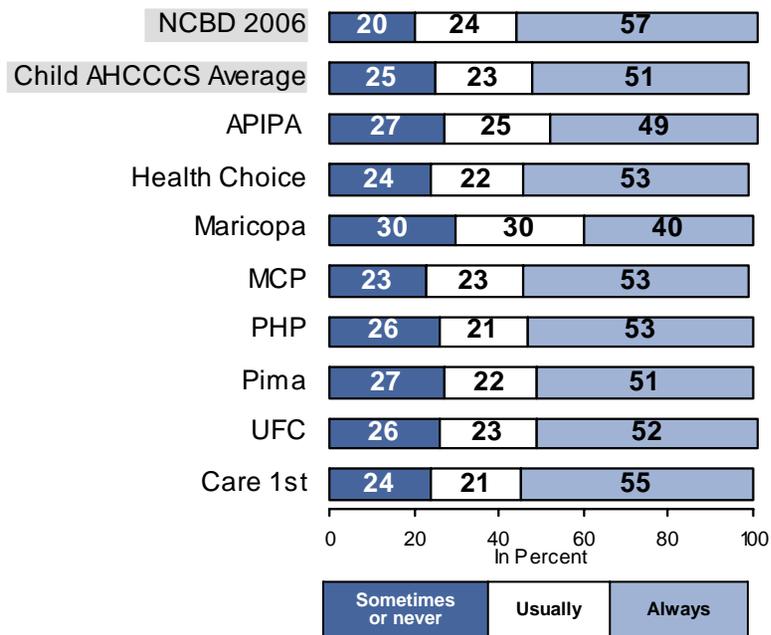
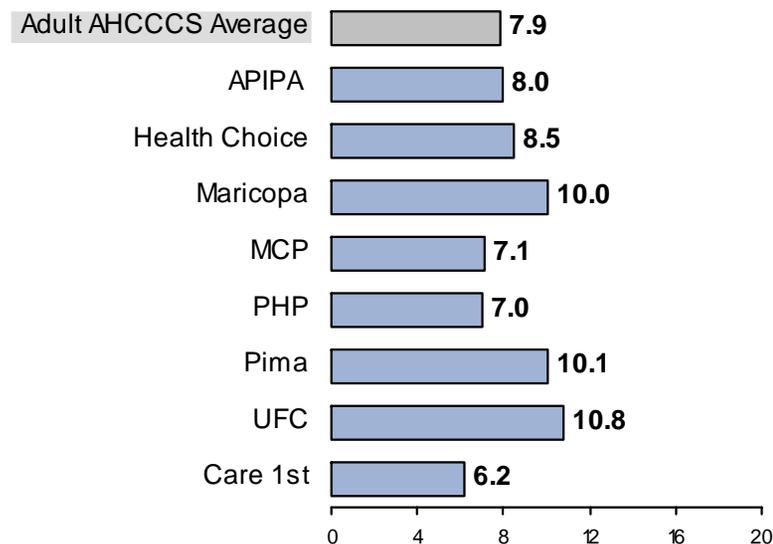
Members were asked how often, during the last 6 months, they:

- Received the help or advice needed when calling during regular office hours;
- Received the care needed for an illness, injury, or condition as soon as wanted;
- Received an appointment for health care as soon as they wanted; and
- Were taken to the exam room within 15 minutes of their appointment.



Wait Time for Routine Care

Members were asked how many days they usually wait between making appointment and seeing a *doctor* for routine health care. (Mean number of days)



Sometimes or never Usually Always

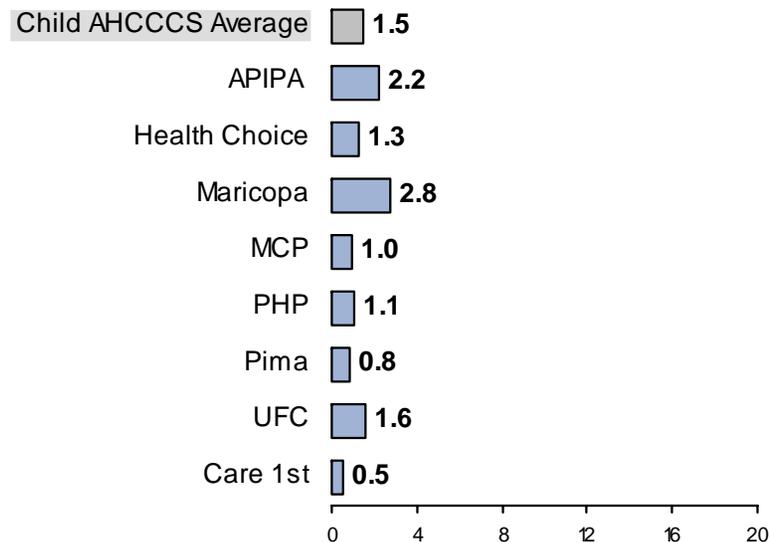
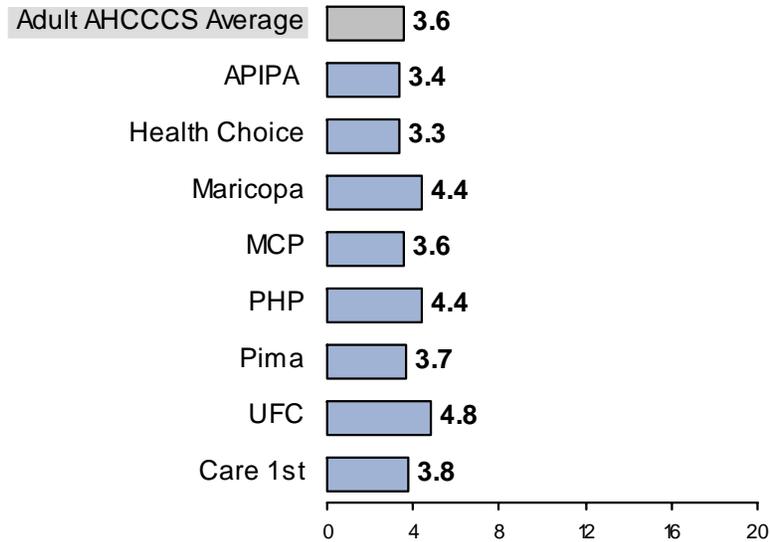
Adult

Child

Access and Service at the Provider Level

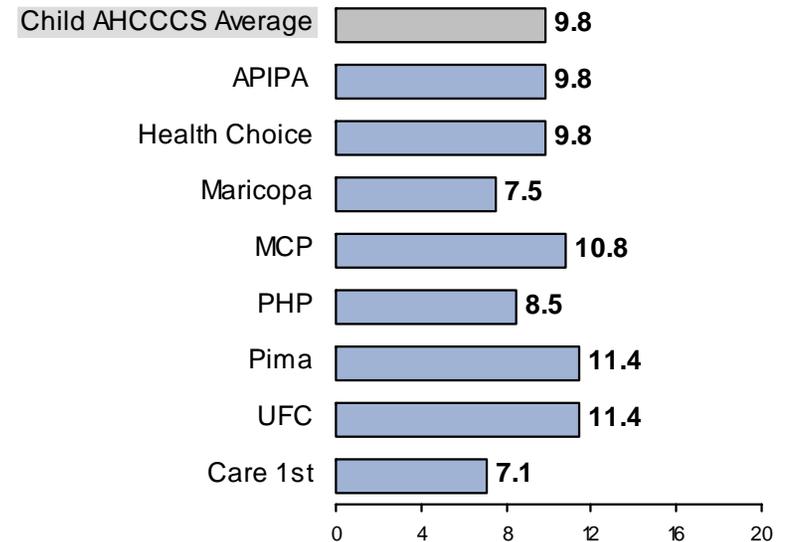
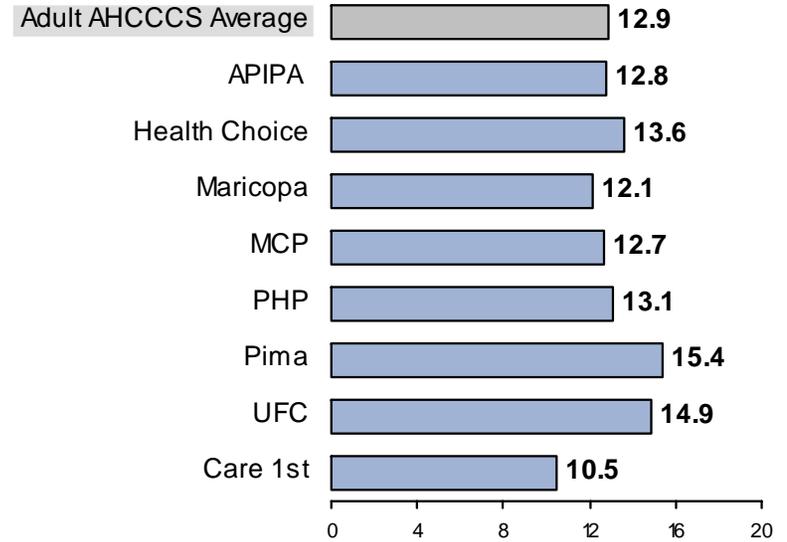
Wait Time for Care Needed Right Away

Members were asked how many days they usually wait between making appointment and seeing a *doctor* when they need care right away.
(Mean number of days)



Wait Time for Specialty Care

Members were asked how many days they usually wait between making appointment and seeing a *specialist* for health care.
(Mean number of days)



Adult

Child

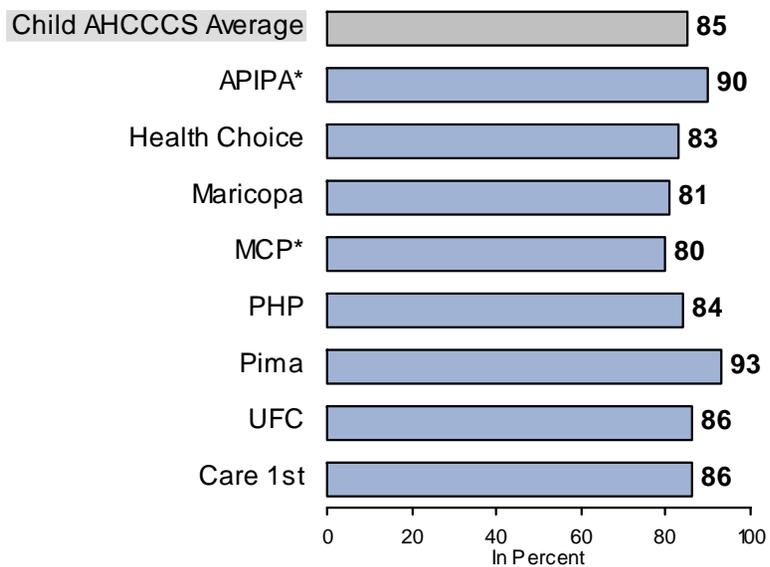
First Doctor's Visit Among Child Members

Child

Went to Doctor's Office

Parents/Guardians whose child is 2 years old or younger were asked whether their child has gone to a doctor's office for a check-up to see how he/she was doing or for shots or drops.

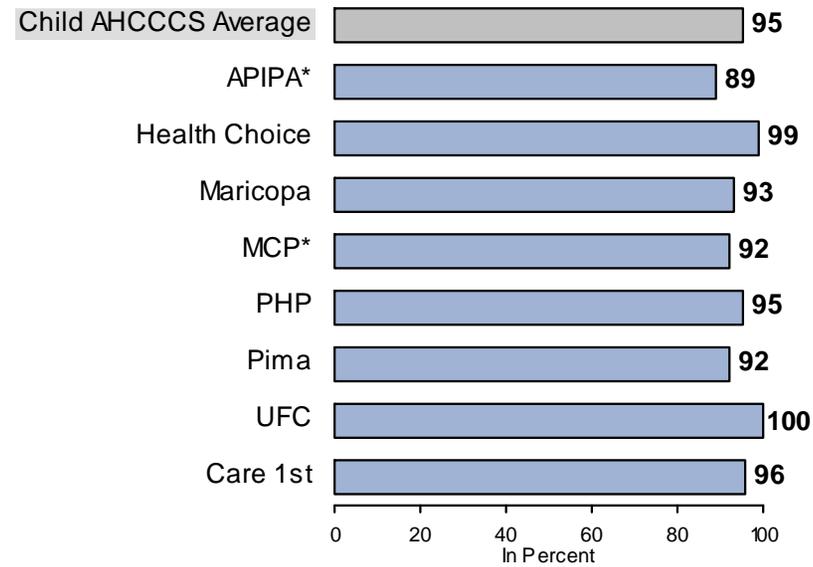
(% Yes)



Received Appointment for Child's First Visit

Parents/Guardians whose child is 2 years old or younger and went to a doctor for their first visit were asked whether they got an appointment for a check-up, or for shots or drops, as soon as they wanted.

(% Yes)

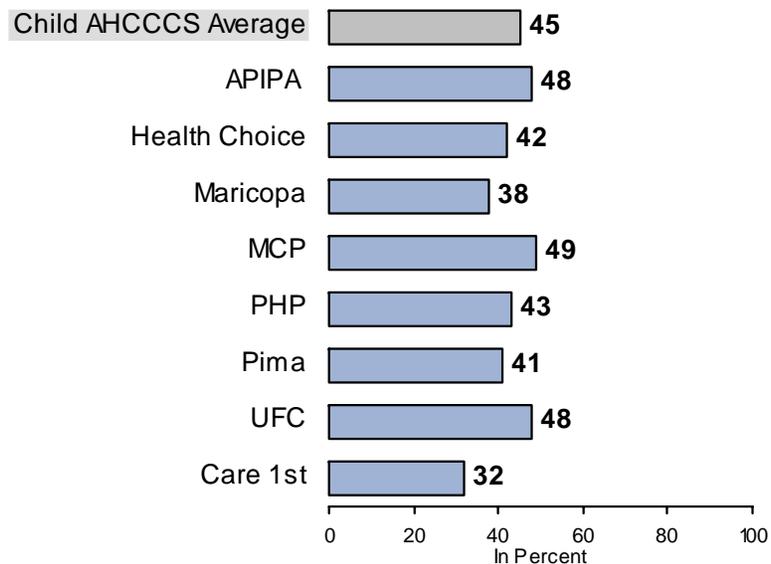


*Caution should be taken when evaluating this data. Due to the small base (n=<35) there is a high level of sampling error around this data.

Dental Care Among Child Members

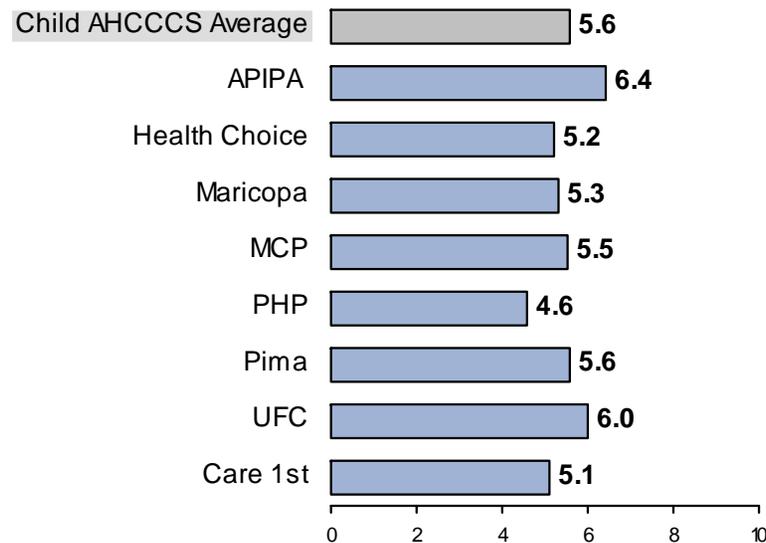
Received Dental Care in Past Six Months

Parents/Guardians were asked whether their child got care from a dentist's office or dental clinic.
(% Yes)



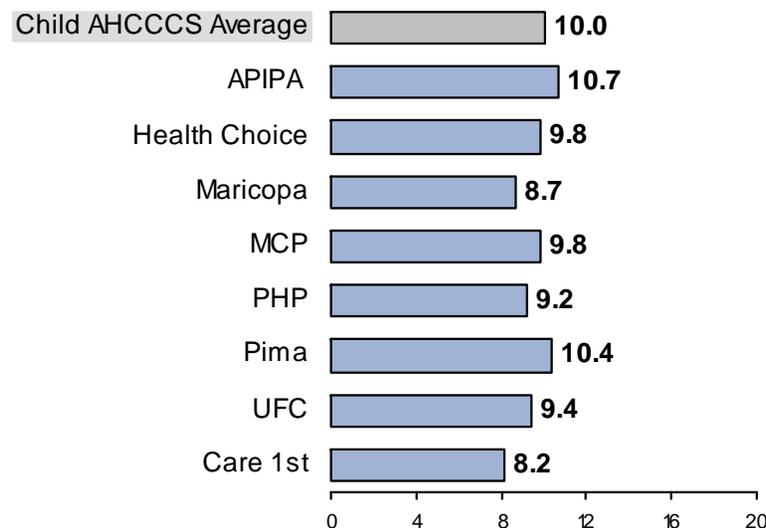
Wait Time for Dental Care Needed Right Away

Parents/Guardians were asked how long they waited between trying to get dental care and actually seeing a dentist when their child needed care right away.
(Mean number of days)



Wait Time for Routine Dental Care

Parents/Guardians were asked how long their child usually waited between making an appointment for routine dental care and actually seeing a dentist.
(Mean number of days)

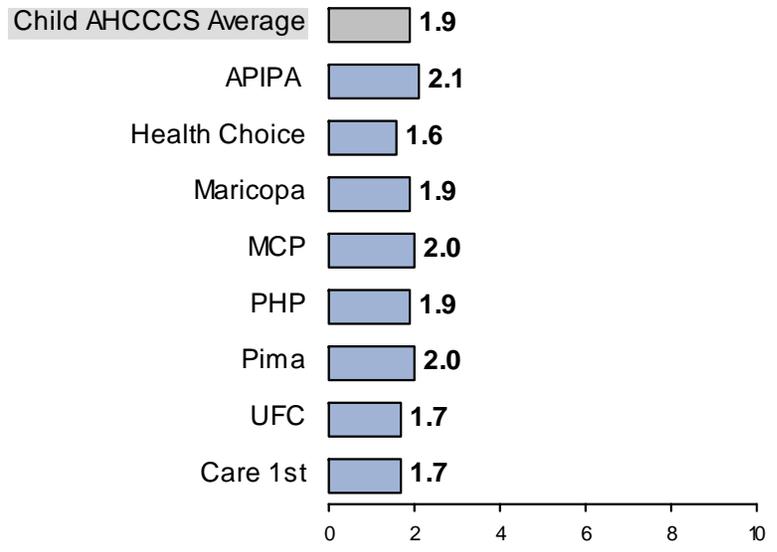


Dental Care Among Child Members

Child

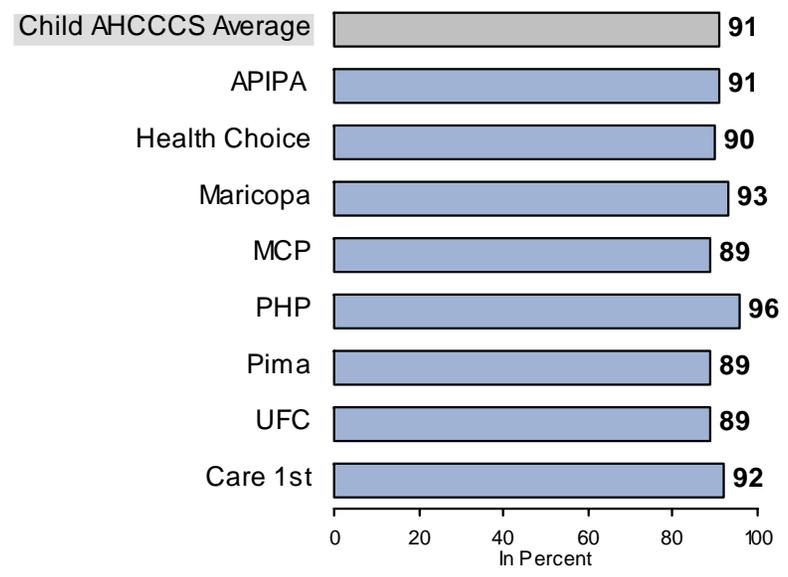
Number of Child Visits to Dentist in Past Six Months

Parents/Guardians were asked how many times their child went to a dentist's office or dental clinic.
(Mean number of days)



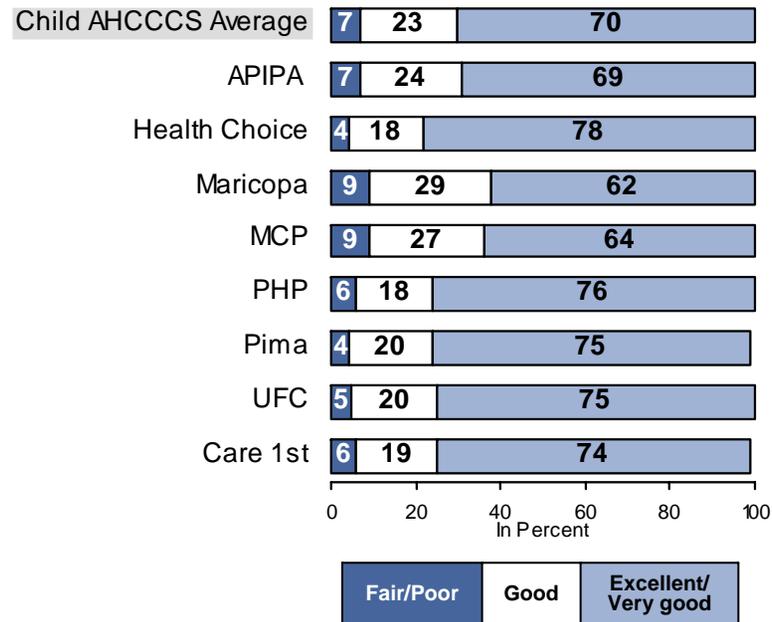
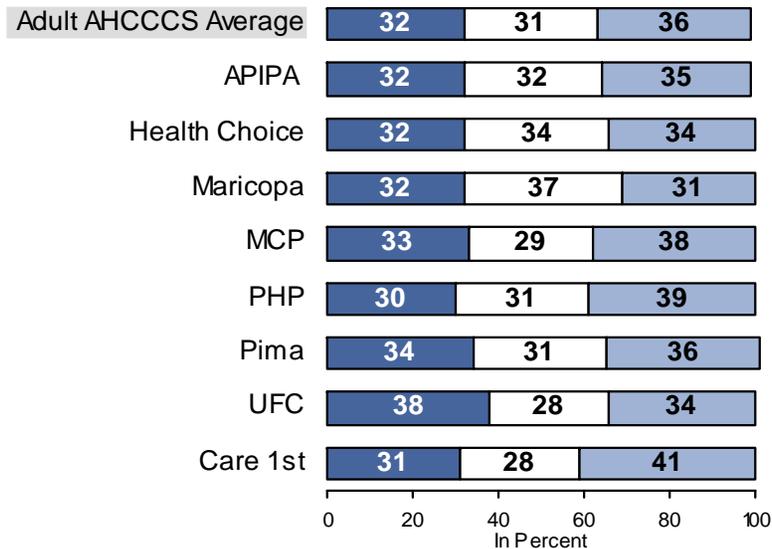
Would Recommend Dentist

Parents/Guardians were asked whether they would recommend their child's dentist to a family member or friend.
(% Yes)



Overall Health Status

Members were asked to describe their health status as *excellent, very good, good, fair or poor*.



Smoking Cessation (Adult Members)

- 44% have smoked 100 cigarettes in their lifetime
- Of these respondents:
 - 46% currently smoke everyday
 - 16% currently smoke some days
 - 38% do not currently smoke at all
- 86% of those who do not currently smoke quit more than 6 months ago
- Of those who currently smoke or have quit within the last 6 months:
 - 39% have not been advised to quit smoking during doctor visits
 - 78% said medication to assist with quitting smoking was not recommended during doctor visits
 - 73% said that methods/strategies to assist with quitting smoking were not discussed during doctor visits

Potential Chronic Conditions (Child Members)

- 25% currently need or use prescription medicine
- 12% need or use more medical care, mental health or educational services than is usual for most children their age
- 10% are limited or prevented in any way in their ability to do things most children their age can do
- 5% need or get special therapy, such as physical, occupational or speech therapy
- 12% have any kind of emotional, developmental or behavioral problem for which they need or get treatment or counseling.